

2003 COMMISSIONER'S AWARD FOR EXCELLENCE



Jeffrey J. Caldwell *Outstanding Leadership*

Public Relations Manager
Richmond District

Going “above and beyond” is what makes Jeff Caldwell so widely appreciated. Not only is Jeff the Public Affairs Manager for the Richmond District, he is frequently the “go-to” man when crises arise, as they inevitably do. Jeff is involved in communications for most—if not all—construction projects in the district, as well as major maintenance efforts. While concentrating on both the Route 288 and Route 895 projects, he has simultaneously kept the public’s best interest and perception of VDOT in mind.

While running his office day after day, Jeff often faces crises requiring swift responses to news media, citizens, and fellow employees. Taking control of these situations, he quickly evaluates them for the best actions. Jeff demonstrated initiative numerous times with prompt communication responses to a variety of crisis situations. Jeff also takes on special projects requiring his leadership. He is a valued member of the district’s customer service team, and while serving on it he created a PowerPoint presentation and an instructional videotape for the Dashboard project. Both have been used across the state.

Recently Jeff did double duty for the department, acting as Public Affairs Manager for the Hampton Roads District while performing his duties as Public Affairs Manager in Richmond. His dedication and effectiveness in these twin roles are a reflection of the enthusiasm and professionalism his work always manifests.

Nominated by: Sara Cross and Jeanette Coleman

